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BUDGET & MANAGEMENT**

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**Questions/Responses #1  
Request for Proposals (RFP)  
ELECTRONIC MONITORING SYSTEMS  
PROJECT NUMBER 050R5800116  
February 22, 2005**

Ladies/Gentlemen:

This List of Questions and Responses #1 is being issued to clarify certain information contained in the above named RFP. The statements and interpretations of contract requirements which are contained in the following answers to questions of potential offerors are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require.

1. Question: What is the average stay on Electronic Monitoring per unit.

**Answer: The average stay on Electronic Monitoring per unit is 39 day for DJJ and 90 days for DPSCS. For purposes of this proposal, vendors should use the worst-case scenario.**

2. Question: Transmitters do not have a second battery back up, is the RFP referring to the base station?

**Answer: Yes, the RFP is referring to the base station.**

3. Question: Section 3.4.1.1 Personal Tracking Device (PTD), letter (c) of the RFP states, PTD must have a battery life up to 30 hours, 18 hours average passive, 16 hours active. What does the RFP require, 30 hours life or the average?

**Answer: For DJJ requirement is for 18 hours average passive, 16 hours active. The DPSCS has a requirement of a 30-hour battery. However, it should have sufficient life to actively monitor for 24 hours without recharging. For purposes of this proposal, vendors should use the worst-case scenario.**

4. Question: Section 3.9.7 of the RFP states that the Contractor(s) shall guarantee delivery of emergency orders within forty-eight (48) hours from receipt of order. Emergency orders will be transported by the most expedient manner available with the transportation cost born by the purchaser less normal shipping cost. Can the State define and provide examples of what an emergency order is?

**Answer: Emergency orders include:**

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1. **Request for additional monitoring units (RF or GPS, alcohol monitoring, voice verification) needed due to an sudden increase in the offender population; and**
  2. **Request for vendor provided supplies and/or materials essential to our monitoring operation (ink, key board, mouse, printer, etc).**
  3. **Emergency request for on-site technical support due to system failure.**
5. Question: Section 3.12.3 Liquidated Damages of the RFP, what is meant by interruption of service, and is the failure of a third party vendor the responsibility of the contractor?
- Answer: The network is out of service; also the prime is responsible for all services provided under the contract even if provided by a subcontractor.**
6. Question: Section 3.12.4 Liquidated Damages of the RFP, what is considered a failure to deliver reports?
- Answer: Failure to deliver requested reports as required in the RFP, Section 3.8.**
7. Question: Section 3.12.5 Liquidated Damages of the RFP, can the State define the specific contact information that will need to be kept up-to-date?
- Answer: See Section 3.2e of the RFP.**
8. Question: Can the State clarify who is permitted to execute Attachment B Bid/Proposal Affidavit?
- Answer: Attachment B must be signed by an individual authorized to commit the offeror to the services and requirements of the RFP. The Resident Agent must be an individual or organization located in the State of Maryland.**
9. Question: How many copies of the Financial Proposal are required for each functional area?
- Answer: See Sections 1.10 and 4.2 of the RFP.**
10. Question: If a single vendor can supply all services required by each functional area, may the proposal be contained within one document and tabbed for ease of reference and evaluation?
- Answer: No, separate proposals must be submitted for each functional area.**
11. Question: The RFP requires "Passive RF Electronic Monitoring" without hardware, using IVR (Interactive Voice Response) as well as "Passive RF electronic monitoring" using a tag. Does the State desire specifications for both systems separately or included per the RFP within the same functional area?
- Answer: Will entertain multiple proposals for all functional areas, ask Joel, revise RFP.**
12. Question: The RFP requires 2 (two) State Central Monitoring Stations that receive live monitoring data from a central station. They must also be capable of modifying units in the field. Is this a correct assessment?
- Answer: Each State user agency requires one central monitoring system capable of inputting, monitoring and reporting data. The contractor will be required to provide a back-up central monitoring system with the same capabilities at their location.**
13. Question: Section 3.3.1.i of the RFP states that the system shall produce field officer routing based on unit locations. Can the State clarify this requirement?

**Answer: Currently DPSCS manually produces field officer routes. DPSCS wants this task automated by the system supplied by the contractor based upon a client's address in a given radius. For the purposes of this proposal, vendors should propose to the worst-case scenario.**

14. Question: Is there currently a related code system in place for offender alert items, i.e., "Vicious dog on premises"?

**Answer: No, this is currently done manually. We are asking for a database field with a dropdown menu allowing alert codes to be selected. These codes should display on the main offender monitor screen. We currently use a field in the db to enter vicious dog, gang member, violent history, etc. We would expect to use about ten codes but would not want to be limited to this number.**

15. Question: Section 3.3.1.2,c.8 requires a transmitter tag with a secondary proximity switch. This is a patented feature, can this requirement be changed?

**Answer: Only one proximity switch is necessary for the transmitter tag. Need to report whenever it loses contact with the skin or has been cut.**

16. Question: Section 3.3.1.2, item d.8 requires that the Landline Based Home Receiver Unit provide 336 hours of operation without A/C power, is this correct?

**Answer: See Addendum #5, revising this requirement to 72 hours.**

17. Question: Section 3.3.1.2, item d.8 requires the battery back up to be replaceable by State personnel. A home receiver is factory sealed and the battery backup is only replaceable in a vendor's service department, can this requirement be waived?

**Answer: See Addendum #5, removing this requirement from RFP.**

18. Question: Section 3.3.2.2, item a.8 of the RFP states that the transmitter tag must be capable of data transmission via non-dedicated, standard, voice grade, touch tone telephone line or cellular device connected through a standard RJ-11 jack. Was this requirement inadvertently included since transmitters do not connect to telephone lines; communication is conducted via RF transmission carrying encrypted data?

**Answer: See Addendum #5, removing this requirement from RFP.**

19. Question: Is the State planning to operate a central host station or utilize an off-site monitoring center?

**Answer: Offerors are to propose both.**

20. Question: Section 3.3.1, item k of the RFP requires digital offender photographs, does the State currently have digital cameras or will that be required from the contractor?

**Answer: The vendor should provide the digital camera. Offender photos should be an integral part of the database file permitting the photo and offender detail screen to be e-mailed. Photographs should be archived with the offender's record. If the photographs cannot be archived with the offender record the vendor should provide a cd-writer so the pics can be stored and recalled later.**

21. Question: Section 3.3.1.1, item b.9 asks for one complete backup on-premise and one complete backup off-premise. Is the state asking each vendor to propose three (an original plus an on-premise backup and an off-premise backup) complete host configurations?

**Answer: See Section 3.3.2.1, item i to clarify this requirement. What the vendor is being asked to provide is a host system with a primary hard drive, a hard drive back up and removable backup storage system (tape, DVD, etc.)**

22. Question: 3.3.1.2, item d.5 of the RFP requires a 4,800-message buffer. Will the State consider changing this number to a more manageable number of 700 (14 days), as an example?

**Answer: Current monitoring equipment has a 1028 message buffer. This is considered manageable.**

23. Question: Can the State clarify Section 3.3.2.a regarding the Internet access for only the states and DC listed?

**Answer: See Addendum #5, this requirement has been revised.**

24. Question: Section 3.3.2.1, item g is requesting a T1 communication line maintained by the vendor. Is this T1 to connect the using agency's host with a vendor maintained backup, off-premise host?

**Answer: No, This requirement is to access the using agency's central monitoring system from any location.**

25. Question: Section 3.3.1.4 details the requirements for a Portable Group Monitoring System (GMS). Is this system currently in use in the State, and if so, could you explain the current application and number of offenders?

**Answer: Yes. It is used to monitor offender attendance at drug treatment, educational and skill training activities in the community. We have a limit of 8 to 10 offenders in such programs. The equipment should have the capability to detect and store for later download, the arrival and departure of 10 offenders five days a week. This is the equivalent of 1500 events; the number of events anticipated in a two-week period. Current equipment capability is 1024 messages.**

26. Question: Is the State interested in having a single vendor and a single computer system that will monitor all the required technologies (RF, GPS, Alcohol, and Group homes)?

**Answer: No.**

27. Question: Section 1.18 of the RFP; explain the States objection to alternate proposals?

**Answer: The RFP is written based on certain requirements and evaluation criteria. Proposals will be evaluated based on the response to those requirements using the evaluation criteria in Section 5 of the RFP. Alternate proposals are considered exceptions to the requirements of the RFP and cannot be evaluated.**

28. Question: Section 1.24 of the RFP. Will the State accept a vendors best effort to comply at contract award or will the successful vendor or vendors need to have subcontracting agreements in place with MBE subcontractors prior to award?

**Answer: Please reread the MBE requirements in Attachment D included with the RFP. Not only does a successful offeror need to have subcontracting agreements in place with MBE subcontractors prior to award, offerors must submit this information with the technical proposal. Not submitting this information or requesting a waiver with the technical proposal can eliminate an offeror from the competition.**

29. Question: Section 2.1 of the RFP, is the State comfortable entering into a contract with a provider with only two years experience providing electronic monitoring services and equipment?

**Answer: Offerors must meet the minimum qualifications contain in Section 2 of the RFP.**

30. Question: Who are the three contractors currently providing services and equipment to the State for Electronic Monitoring Services and Equipment?

**Answer: The State currently has contracts with BI, Inc., ADT Security Services and T-NETIX.**

31. Question: Section 3.2 of the RFP, if a proposal does not meet a “must/shall requirement will the proposal be rejected and if a proposal does not meet a “should/may” requirement will the proposal be evaluated?

**Answer: All requirements contained in the RFP must be met. If an offeror’s proposal does not meet a certain requirement of the RFP, that offeror will be given an opportunity to explain or clarify their proposal before rejection.**

32. Question: Section 3.2.a of the RFP, what is the percentage of units or participants in each functional area for Active, Passive, Cellular, and GPS?

**Answer: DJS – 90% Active, 10% Passive, other technology not currently being utilized. DPSCS currently has 100% of our offenders are actively monitored using RF equipment. However, the agency is now assessing the need and feasibility of expanding operations and wants the option to use cellular RF, GPS both active and passive as well as alcohol monitoring and voice verification. The strategy under consideration is the development of a community supervision plan tailored to each offender including a sliding scale of monitoring intensity.**

33. Question: Section 3.2.a of the RFP, will the State accept proposals for either active or passive Global Positioning Systems but not both?

**Answer: No, must provide both.**

34. Question: Is it the State’s intent to utilize either video or voice or both?

**Answer: Both.**

35. Question: Is the State intending to use both Breath Alcohol Monitoring and Continuous Alcohol Monitoring?

**Answer: Both.**

36. Question: Is Breath Alcohol Monitoring used in conjunction with RF Monitoring in functional area one?

**Answer: Yes.**

37. Is Breath Alcohol Monitoring used as a stand-alone product?

**Answer: It can be used as a stand-alone product.**

38. Question: Is there an evaluation benefit for a vendor that can provide Breath Alcohol Monitoring and RF Monitoring?

**Answer: No, proposals received for each functional area will be evaluated separately.**

39. Question: Section 3.2, item b of the RFP, will all vendors be expected to install new equipment of the latest generation and release at the inception of the contract, including the current providers?

**Answer: Yes.**

40. Question: Section 3.2, item b of the RFP, will proposals for other than new and the latest generation models of equipment be rejected?

**Answer: Yes.**

41. Question: Section 3.2, item c of the RFP, under the current contract does the State pay firm equipment charges for monitoring services?

**Answer: Yes.**

42. Question: How many officers use Electronic Monitoring in each agency?

**Answer: Approximately 70 in each agency.**

43. Question: Section 3.2 item f of the RFP, would the State confirm that Internet Exchange Operation is a condition of award?

**Answer: Yes.**

44. Question: Section 3.2, item f of the RFP, is there a requirement for participant charges?

**Answer: No.**

45. Question: Section 3.2, item f of the RFP, will vendors web exchange that does not support invoicing be eliminated from consideration for award?

**Answer: Yes.**

46. Question: Section 3.2, item g of the RFP, can the State define the elements of the transition and anticipated timeline required by the State?

**Answer: As required in Section 4.4.2.4, Item 2 of the RFP, offerors are to provide this information in their technical proposals. As required in Section 5 of the RFP, offeror's technical proposals will be evaluated on this response.**

47. Question: Section 3.2, item k of the RFP, has expansion been budgeted for and if so, what is the expected time line?

**Answer: Unknown.**

48. Question: Section 3.3, item f of the RFP, will a proposal be rejected if polling occurs on a less frequent basis?

**Answer: Yes.**

49. Question: Section 3.3, item i of the RFP, does the current system provide this service and can the State explain the desired outcome from field officer routing?

**Answer: See answer to question #12. For the purposes of this proposal, vendors should propose to the worst-case scenario.**

50. Question: Section 3.3 item j of the RFP, will the State consider text messaging to the officers' cell phone as an acceptable method of notification?

**Answer: No.**

51. Question: Will the time frames for notification need to be selectable by the using agency or by the officer?

**Answer: Yes.**

52. Question: Section 3.3, item k of the RFP, is the use of digital photo display managed by the current vendors?

**Answer: Currently, DJJ does not use this feature. DPSCS does use the digital photo display managed by the current vendors.**

53. Question: Section 3.3 item n of the RFP, would the State define in detail for each of the user agencies EMS, i.e., level of priority?

**Answer: Cut strap high priority, 5 minutes late returning home, low level.**

54. Question: Section 3.3, item o of the RFP; is this an Internet exchange information requirement?

**Answer: For off premise this would be a requirement for on premise it is not.**

55. Question: Section 3.3.1.1 of the RFP, would the State consider integrating both programs to a monitoring services contract utilizing the use of Internet Information Exchange and if not why?

**Answer: No, the State requires the ability to do its own on-premise monitoring.**

56. Question: Section 3.3.1.2 item c.6 of the RFP, will additional evaluation points be awarded to a vendor that can supply a transmitter with a battery life of 36 months without replacement?

**Answer: No, in addition the State does not use evaluation points when evaluating proposals.**

57. Question: Section 3.3.1.2, item c.8 of the RFP, is dual event acceptable, band tamper, band open, or must the unit detect the body or skin?

**Answer: See Addendum #5, which has been revised to read secondary proximity alert or equivalent.**

58. Question: Section 3.3.1.2, item e.1, would the State consider audible voice prompts to satisfy this requirement?

**Answer: No**

59. Question: Section 3.3.1.2, item e.2 of the RFP, will the State reject a proposal for only disconnect and not true motion?

**Answer: Yes.**

60. Question: Section 3.3.1.2, item e.3 of the RFP, why did the State determine 12 hours of battery back up, 24 hours would be more suitable to cover non-business hours.

**Answer: The minimum is 12 hours, offerors can provide 24.**

61. Question: Section 3.3.1.2, item e.4 of the RFP, can the State define the purpose for these calls? How will the calls be limited?

**Answer: So officers can contact the client, they will be limited by agency protocol.**

62. Question: Section 3.3.1.3, item f of the RFP, how is the unit reporting today and what type of reporting is the State looking for?

**Answer: This is what is being reported now and is what is wanted under the new contract.**

63. Question: Section 3.3.1.4 of the RFP, what percentage of the active participants are on group monitoring and is the program planned for growth?

**Answer: About 10% of the active participants are on group monitoring and it is anticipated that there will be growth, but are unable to project what the growth will be at this time.**

64. Question: Section 3.3.1.4 of the RFP, what is the specific use by using agency for group monitoring?

**Answer: See answer for question #24.**

65. Question: Section 3.3.1.4 of the RFP, will the State exclude vendors from consideration if they choose not to propose a group monitoring system?

**Answer: An offeror's proposal must meet all requirements listed when proposing to Functional Area 1.**

66. Question: Section 3.3.2 of the RFP, what is the average number of contacts per day by program?

**Answer: Five to seven per day.**

67. Question: Section 3.4 of the RFP, will the State accept units that are in Beta Mode today?

**Answer: No.**

68. Question: Section 3.5 of the RFP, is the State requiring either Breath Alcohol Monitoring or Continuous Alcohol Monitoring or a combination of both?

**Answer: Both, they are two separate systems.**

69. Question: Section 3.5.1.a of the RFP, what type or types of monitoring are currently being used by the State and what has the experience been?

**Answer: Now using portable breath test device. Want to expand alcohol monitoring capability and efficiency.**

70. Question: Section 3.5.1.e of the RFP, is an acceptable method of "stored in the systems memory" the use of a digital photograph of the bar reading?

**Answer: The alcohol monitoring equipment must be able to determine the offenders present blood alcohol content, using deep lung sample from the user's breath, and report readings exceeding .01 BAC.**

71. Question: Section 3.6.5 of the RFP, can the State provide the historical records from your current vendors for the following; what is the number of lost, damaged, and stolen per year for all programs with a breakdown of transmitters versus receivers?

**Answer: Equipment provided under the current contract is leased from the vendors. This information would have to be provided directly from the vendors, it is not maintained by the State.**

72. Question: Section 3.7.2 of the RFP, why is there a requirement to train 70 personnel but only 50 will utilize web access?

**Answer: Training is for use of the systems and equipment not for web access.**

73. Question: Section 3.8 of the RFP, if the State utilizes a host and/or WEB provided system the reporting capabilities from either or both for end users will eliminate the need for outside generated reporting. Would this then negate the need for Section 3.8 in its entirety?

**Answer: The requirement is for the vendor to provide the reports.**

74. Question: Section 3.12 of the RFP, when considering there is no guarantee of either a number of participants or revenue does the State consider these terms amicable?

**Answer: Yes.**

75. Question: Section 3.12.4 of the RFP, in a WEB or host system these are accessible to the State to generate reports on demand. This function should negate any vendor responsibility other than ensuring the Web server or host is in operation, correct?

**Answer: The requirement is for the vendor to provide the reports.**

76. Question: Section 4.4.2.3 of the RFP, this is the second time this area has been addressed, has the State experienced a significant issue in regards to system limitations due to building structural features?

**Answer: No.**

77. Question: Section 4.4.2.3 of the RFP, when will the State require shipment of the five units for testing?

**Answer: See Addendum #5. Units must be submitted with the proposal submission.**

78. Question: Section 4.4.2.3 of the RFP, what is the evaluation criteria for the test units and what points will be awarded?

**Answer: Units will be evaluated under the proposed solution evaluation criteria. In addition, the State does not assign points when evaluating proposals.**

79. Question: Section 4.4.2.3 of the RFP, what training to the State will be required prior to testing the unit?

**Answer: No, training is required, instructions are to be provided with each test unit and a contact name and phone number for questions on its use.**

80. Question: Section 4.4.2.3 of the RFP, why did the State elect a three-month test?

**Answer: In order to insure adequate time to coordinate and perform testing and fairly evaluate proposals.**

81. Question: Section 4.4.2.4 of the RFP, will the State require written confirmation from vendors as to pending changes in structure or ownership anticipated or know during the procurement process as well as the term of the contract?

**Answer: Yes.**

82. Question: It has been experienced that information technology departments only support certain brands or makes and styles of equipment that they have negotiated and ordered for departments. What brand of equipment does the Department of Corrections information technology department support in order to propose the proper equipment or is the vendor required to provide all Polling Equipment consumables?

**Answer: The vendor is required to provide all consumables.**

83. Question: If the vendor is to supply all equipment consumables can the State specify what consumables they are looking for the vendor to supply and estimated quantities for pricing purposes?

**Answer: Sue answer later**

84. Question: Section 3.5 of the RFP, what percentage of offenders is currently monitored using in-home alcohol testing units?

**Answer: None. An agency study group is currently assessing use of this equipment.**

85. Question: What is the State's policy when receiving positive alcohol result?

**Answer: Offenders exceeding a specified BAC are returned to custody until a scheduled hearing. There are graduated sanctions the most severe being removal from the program.**

86. Question: Does the policy vary based on the level of intoxication or is the State testing for the presence of alcohol?

**Answer: See answer to question #84.**

87. Question: Will the State accept an equivalent product that will generate similar results through more cost effective means, but add increased officer safety and time management?

**Answer: The State will evaluate equipment and make a decision based on its operational needs. Officer safety and personnel time management are important.**

88. Question: Section 3, items i, j, k, l in the general requirements only apply to RF or do they also apply to GPS?

**Answer: RF only.**

89. Question: Functional Area 2, requirement 3.4.1.2 b of the RFP states that the System shall have AVL (automatic vehicle location) capabilities to monitor field officer's locations. Can the State provide clarification on this requirement, specifically what are the goals for the AVL tracking?

**Answer: For officer safety and to analyze officers patrol activity.**

90. Question: Functional area 2, requirement 3.4.1.2 b of the RFP states that the System shall have AVL (automatic vehicle location) capabilities to monitor field officer's locations. How should the AVL capability be priced, should it be included as part of the cost of the GPS units and, if so, can the State estimate the ratio of AVL units to detainees, i.e., the vendor should provide one AVL unit for every 10 GPS detainees? Should the vendors also provide an individual price for the AVL units should the State wants to acquire additional units?

**Answer: The vendor should provide a standalone price as indicated on the pricing sheets.**

91. Question: Section 1.3 of the RFP requires the vendor to warrant that the system provides for non-visual access. The State also desires a web-based system. Will the state provide all this equipment?

**Answer: No.**

92. Question: Section 1.3 of the RFP requires the vendor to warrant that the system provides for non-visual access. Much of the critical functionality in the system is viewing and interpreting offender movement on a map. The cost of providing a system that provides non-visual access to the mapping capability would be astronomical. Would the state consider waiving this requirement due to the potentially high cost of implementing this solution?

**Answer: Please reference section 1.30 Non-visual Access.**